

CHUCK e. FOCUS

Week 48 – November 30, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

	Restaurant	2017	2018	YOY
1.	Houston, TX #032	\$17,217	\$37,771	119.4%
2.	Foothill Ranch, CA #371	\$17,268	\$29,677	71.9%
3.	Gilroy, CA #373	\$21,297	\$31,518	48.0%
4.	Westheimer, TX #858	\$29,942	\$44,252	47.8%
5.	Santa Maria, CA #761	\$20,005	\$27,574	37.8%
6.	Stockton, CA #631	\$26,288	\$36,110	37.4%
7.	Concord, CA #379	\$27,768	\$37,922	36.6%
8.	Alexandria, LA #048	\$19,202	\$26,221	36.5%
9.	Greeley, CO #702	\$13,972	\$19,041	36.3%
10.	Paducah, KY #113	\$14,738	\$19,968	35.5%



MEET YOUR SUPPORT!



6 years ago, Crystal Brooks joined the Chuck E. family as an AP Specialist. Crystal has quickly made her name here by being one of the main points of contacts with anything having to do with invoice inquiries, solving billing issues, reconciling all EDI accounts, and handling escalated issues with both vendors and restaurants. The Accounts Payable department enters over 18,000 invoices every month, and Crystal is a big piece of the puzzle to ensure this process goes as smoothly as possible. One of Crystal's favorite mottos for everyone is "Help us help you; the more information, the better!" She loves to help and quickly, so the more details that can be given with any issue restaurants may be having, she is on top of it!

When Crystal is not at Chuck E., she enjoys spending time with her husband of 18 years going to concerts and comedy shows, as well as spending time with her 13 year old son who is currently eating her out of house and home.

Thank you Crystal, for all you do for us here at Chuck E. You are very much appreciated!



WHAT CAN WE DO FOR YOU?

a&b moments...

I just wanted to thank the staff at the Chuck E. Cheese's in Melbourne for helping make my daughters last minute birthday party. I want to give a an extra big thanks to Joana who was very patient and made sure my daughters day was awesome. She was super helpful in so many ways. She even took some time out to come sing Happy Birthday with us. I hope that she is recognized for being an amazing member of your staff. We surely appreciate her!

Southeast Region
Melbourne, FL #699
RVP Bill Eich
DM Peter Panunzi
GM Kevin Stephens
Cast Member Joana

I would like to tell you how nice it is to go to a place where children go and play and it is clean, well spaced out, and the staff is friendly, not to mention it has been five years consistent that it has been this way that I have noticed. My oldest son is autistic and loves going there because of the staff at College Grove I just want to let it be known how wonderful they are. I do not know any of them but notice this the past couple weeks when I went to visit another store. Please say thank you to the staff at College Grove in Lemon Gove, CA they are the reason I go once a week and will now only go to that store.

Western Region
Lemon Grove, CA #765
RVP Jim Brawley
DM Patricia Cedillo
GM Salwan Issac

I have my step son every Monday and we've been going to the Chuck E. Cheese in Monroeville after school every week. I just wanted to tell you how nice all of the employees have been. I haven't been around children much so it makes entertainment and dinner easy and fun. One of my dogs ate my stepson's slinky and one of your employees replaced it today for free. It was a very kind thing to do. Everyone went out of their way to make sure he was having a good time. We will be back!

Northeast Region
Monroeville, PA #537
RVP Chris Kelly
AD Dan Bessemer
GM Anthony Pizzuto

anniversaries

20+ YEARS

25 YEARS

Eric Bargas

SE Region District Manager

25 YEARS

Richard Mccarty Jr.

Tech Manager ~ 531

20 YEARS

Yesy Morales

General Manager ~ 654

20 YEARS

Brandon Scroggs

General Manager ~ 635

20 YEARS

Rhonda Saadat

General Manager ~ 048

15 YEARS

Shally Kong ~

Call Center Specialist II

Kayla Myers ~ 412

10 YEARS

Devon Seale ~ 412

Sherrie Hinds ~ 665

Sammy Pena ~ 647

Yvonne Jackson ~ 525

Katie Fisher ~ 960

Jesse Newman ~ 364

5 YEARS

Mara Daugherty ~ 620

David Mylott ~ 626

Marianna Clingerman ~ 555

Cynthia Rivera ~ 641

Daniel Mendoza ~ 367

Stephanie Olguin ~ 414

Joseph Kelley ~ 892

Misti Kehr ~ 939

Dana Goedel ~

Regional Recruiting Manager

Ashley Weaver ~ 969

Adrian Godar ~ 634

Josh Hinds ~ 854

Chelsea Toscano ~ 777

Colleen Castle ~ 777

sales contest

**We are off to an amazing start with our annual
Gift Card Sales Contest!**

LEADERS OF THE PACK

Kaycie Gonzalez	#622	Silverdale, WA	#622
Alyssa Ballard	#622	Mansfield, OH	#746
Cynthia Garcia	#095	Hamburg, NY	#516
Jeff Sneyd	#505	New Hartford, NY	#646
Lisa Magnus	#060	Dartmouth, MA	#751
Alaya McClary	#496	Scranton, PA	#541
John Dunlap	#785	Erie, PA	#536
Faith Lowrey	#839	Evansville, IN	#060
Eliana Gonzalez	#422	Rochester, NY	#517
Kassandra Magana	#358	Windsor, ON	#831



PIN RUBY earner

The A&B Party Server Program is getting so much traction, we need a full page dedicated to these awesome Party Servers to celebrate their accomplishments!



Frank and Team Humble could not be more excited to announce their newest Ruby Pin Earner, Liliana Duran! Liliana joined the Chuck E. family last December, and she hit the floor running, executing amazing birthday parties and having fun while doing it! Liliana is big on above & beyond hospitality with every guest, not just the birthday star, but the entire family! Liliana is well known in the Humble area, as she has even been recognized for her amazing service in google reviews! Thank you Liliana, for all you do. Your pin is very much deserved!

~ Very friendly and attentive, we were very happy, thank you! ~

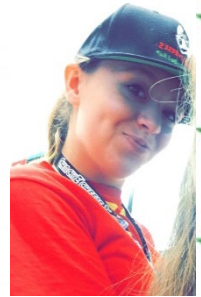
~ Great service from Lily! She made my sons birthday memorable. ~

~ Our party host Lily was awesome and we had an amazing day, thank you so much! ~

Team Doylestown has done it once again, where they get to celebrate their next Ruby Pin Earner, Hailey Totans! Hailey joined the Chuck E. family just 8 months ago as a party server, and you can tell how much she loves what she does! Hailey is always making sure she is around for her party needs. She is always smiling, and loves to go above & beyond to make every party 100% stress free for the party parents. Thank you Hailey, for all you do. Your ruby pin is very much deserved!

~ My son's first birthday was very good at Chuck E., Hailey was amazing and very helpful, we didn't have to worry about anything because she made it so easy. ~

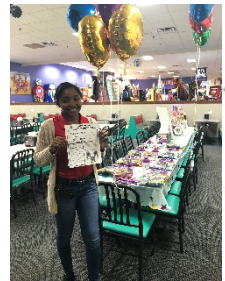
~ Hailey is amazing, attentive, and very friendly. We drive 30 minutes to have a party at the Warrington location for exactly that reason. ~



Susan Jensen and team Sterling could not be more proud of their very first Ruby Pin Earner, Kennya Vasquez! Kennya has been part of the Chuck E. family for 3 years now and has made many memorable birthdays for our Birthday Stars. She is always going above & beyond to make them feel extra special, playing games with them or taking silly pictures with Chuck E. You can tell she loves what she does and is amazing at it. We are all very proud of you Kennya, your pin is very much deserved!

~ Kennya, our host was so accommodating and fun to work with! My son was so happy and all my guests were well taken care of. I love that the whole process was easy and stress free. ~

~ Attentive service making sure my son had a great birthday, thank you Kennya! ~



Rick Balboni and Team Newington has done it again and is excited to announce their next Ruby Pin Earner, Anyah Smith! Anyah joined the Chuck E. family less than 1 year ago as a Party Server, and was very quick to earn the hearts and respect of her peers and guests! She makes sure to keep up with the parties she hosts throughout the entire 2 hours. Anyah's main priority is to keep the birthday star and parents happy in everything she does. Thank you Anyah, for all you do. Your ruby pin is very much deserved!

~ Anyah was excellent and very attentive. She is awesome! ~

~ Wonderful party attendant. She was fantastic and very attentive. She was great with the kids. Anyah really made the party even better than it already was! ~



Congratulations to the first Ruby Pin Earner in Chad Estrada's district, Angelina Baglio! Angelina joined the Chuck E. family 8 months ago as a Party Planner. She quickly made her name known in the Detroit area as the one who would always get the best guest feedback from the party parents. She always has a smile on her face, and is always making sure the birthday child is celebrated in the best way. Angelina is a leader, and makes it her personal goal not to just make sure her party is happy, but all of our parties are happy. Thank you Angelina for all you do, your ruby pin is very much deserved!

~ We loved Angelina's exceptional guest service, she was very attentive, nice, and she made sure we had a great time. ~

~ Angelina was a great host, she is very accommodating the whole time with a continuous smile on her face. ~



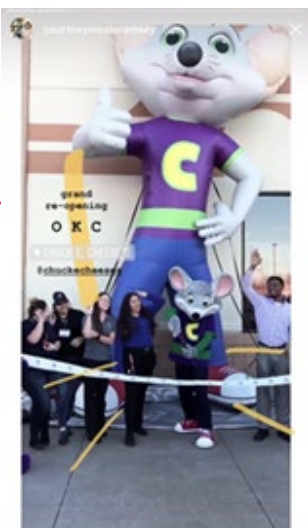
Chuck E. Cheese

Grand Re-Openings



York, PA #965

Oklahoma City, OK #888



PURCHASING

DIPPIN' DOTS FREEZERS

Reminder!

THE **ONLY ITEM** that should be put in the Dippin' Dots Freezers are Dippin' Dots!

These freezers are kept at a special temperature suitable **ONLY** for Dippin' Dots. Any other product placed in these freezers will be ruined.

Dippin' Dots are the owners of these freezers, if they find any other product in them besides their own, YOU could be held liable for the cost of the freezer.

Questions? Email purchasing@cecentertainment.com



PURCHASING

cake knives

Beginning the week of December 3rd, all restaurants will be having 2-3 bags of cake cutters added to their Denis Foland orders. This process will continue until inventory is depleted.

New cake cutters will then be introduced to everyone, stay tuned for more information on the new product!



Foland Item # 55592
Cake Cutter – Black
(6each/bag)
Price: \$1.38

If you have any further questions, please reach out to purchasing@cecentertainment.com



MERCH

CHUCK e. Santa Jester

Great News!

The \$9.99 LE Santa Jester Plush has arrived!

Starting the week of November 26th, Denis Foland will add 12 of the Santa Jester Plushes to all orders placed until inventory has been depleted.



If you have any further questions, please contact merchandise@cecentertainment.com



GUEST INCIDENT REPORTING

As a reminder, the employee relations hotline **SHOULD NOT** be used when reporting guest incidents.

When and Where to Report and Incident:

Employee/guest injury or incident:

Report all employee injuries or accidents to the network within 24 hours:

1-877-232-2524

Further details of procedures and guidelines for reporting an employee/guest injury or incident can be found in your Restaurant Operations Guide.

If you have any further questions, or concerns, please contact risk at risk@cecentertainment.com



3RD PARTY DELIVERY

Great news!

Changes have now been made to all 3rd party delivery software to limit the freebie offers to one per order, with the requirement of a purchase.

Free Goody Bag with any purchase

Spend \$1 or more



Free Chuck E. Cheese plush with any purchase

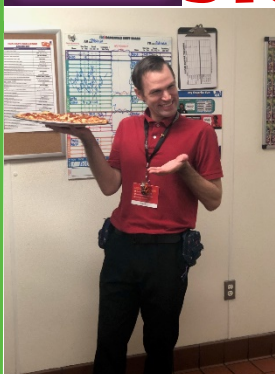
Spend \$1 or more



If you have any further questions regarding these changes, please reach out to marketing@cecentertainment.com



CHARLEBOIS STAR



Phillip with Team Glendale #634 has been with the Chuck E. family for 5 years now. You can always find him at Chuck E.'s Gift Shop, and he is the best there is! He entertains all the kids with different voices, playing with toys, and just having fun. He has the BEST personality for the job, and you will never see him not smiling. He brings positive vibes to every shift. Thank you Phillip for all of your hard work and for being a bright shining star for us!



FACILITIES TIP

Fire or Water Damage

For fire or water damage that needs emergency clean up, please use your preferred restoration vendor to get the best pricing.

Accuchem is available 24/7 at 1-800-737-8089

Always make sure your Facility Manager is notified. They will work with Accuchem to ensure proper clean-up and next steps

CHUCK E. CHEESE'S HOT JOBS



General Manager

049 ~ Lancaster, CA	678 ~ Joliet, IL
410 ~ Sacramento, CA	687 ~ Riverpoint, IL
414 ~ Murrieta, CA	480 ~ Middletown, NJ
785 ~ Orange, CA	738 ~ Sharonville, OH
430 ~ Tampa, FL	872 ~ Regina, SK
600 ~ Alpharetta, GA	074 ~ Antioch, TN
612 ~ Athens, GA	595 ~ Ft. Worth Hulen, TX
869 ~ Columbus, GA	343 ~ Spokane North, WA
059 ~ Streamwood, IL	603 ~ Appleton, WI

NEW!
UNIT

649 ~ Howard Beach, NY
653 ~ Yonkers, NY

NEW!
UNIT

District Tech Manager

District Tech Manager

Melrose, IL #054

Tech Manager

355 ~ Valencia, CA
363 ~ Hayward, CA
373 ~ Gilroy, CA
397 ~ Macarthur Park, CA
422 ~ Garden Grove, CA
444 ~ San Bruno, CA
788 ~ Escondido, CA
463 ~ Waterbury, CT
420 ~ Brandon, FL

345 ~ Bloomington, IL
961 ~ Topeka, KS
963 ~ Lexington, KY
610 ~ Covington, LA
771 ~ Salisbury, MD
334 ~ Ann Arbor, MI
713 ~ Southgate, MI
795 ~ Blaine, MN
542 ~ Union, NJ
522 ~ Brooklyn, NY

840 ~ Amherst, NY
039 ~ Charlotte, NC
561 ~ Colerain, OH
893 ~ Norman, OK
529 ~ Springfield, PA
860 ~ Sioux Falls, SD
416 ~ Arlington, TX
930 ~ Beaumont, TX
056 ~ Richmond, VA

NEW!
UNIT

649 ~ Howard Beach, NY
653 ~ Yonkers, NY

NEW!
UNIT

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions